

Direct Access

CUSTOMER SUPPORT

Customer Care: (785) 339-2200/1-866-772-8724

Email: <http://www.uscg.mil/hq/psc/ccb/>

On-line Help: <http://www.uscg.mil/hq/psc/ps>

Self-Service Tutorials:

<http://www.uscg.mil/hq/psc/pd.asp>

SELF SERVICE APPLICATIONS EXPLAINED IN THIS GUIDE

- Email Addresses
- Phone Numbers
- Home and Mailing Address
- Emergency Contacts

EMAIL ADDRESSES

Home > Self Service > Employee > Tasks > Email Addresses

Email Addresses

Employee Name

Email Type: Click on drop-down arrow and select **"Business"**.

Email Address: Enter your business email address.

Click **"Save"**.

- Once a **business** email address has been entered it **can be changed** but it **cannot be deleted**. Additional email addresses can be changed or deleted.
- Your **business** email address is considered your **primary** email address. When entering your email address keep in mind most messages will be sent or forwarded to this address.

COAST GUARD

Home > Self Service > Employee > Tasks > Email Addresses

Email Addresses

Employee Name

Add additional email addresses:

1. Click on **Add an Email Address**.
2. Click on **Email Type** drop-down arrow and **select email type**.
3. Enter **email address** and **save**.

Click on the **"Delete"** button to the **right** of the email address you want to delete.

Save Confirmation

Home > Self Service > Employee > Tasks > Email Addresses

Email Addresses

Save Confirmation

✓ The Save was successful.

Click **"OK"**.

Delete Confirmation

Home > Self Service > Employee > Tasks > Email Addresses

Email Addresses

Delete Confirmation

Click **"Yes - Delete"** or **"No - Do Not Delete"**.

Are you sure you want to delete Email Address (Home)?

Yes - Delete **No - Do Not Delete**

Contact Info Quick Reference Guide

PHONE NUMBERS

- **Do not** use Home as the phone type when entering home phone number. Select **"Main"** and enter **home phone number**.

COAST GUARD

Home > Self Service > Employee > Tasks > Phone Numbers

Phone Numbers

Employee Name

Enter your phone numbers below and indicate your primary contact phone number by checking the Primary Phone checkbox.

Phone Type: Click on drop-down arrow and select **"Main"**.

Primary Phone: Check if primary phone.

Contact # or Address: Enter your home phone number. Include area code 999/999-9999. CGHRMS will automatically add the backslash between the area code and phone number.

Home > Self Service > Employee > Tasks > Phone Numbers

Phone Numbers

Employee Name

Enter your phone numbers below and indicate your primary contact phone number by checking the Primary Phone checkbox.

Add or Change Phone Numbers

Add additional phone numbers:

1. Click on **Add a Phone Number**.
2. Click on **Phone Type** drop-down arrow and **select phone type**.
3. Enter **phone number** and **save**.

- If making a **change**, enter the **correct information** and **save**. (You may delete and re-enter the phone number, or type over the phone number.)
- Always be sure to **"Save"** your work. You should receive a **"Save"** confirmation.

Home > Self Service > Employee > Tasks > Phone Numbers

Phone Numbers

Employee Name

Enter your phone numbers below and indicate your primary contact phone number by checking the Primary Phone checkbox.

Delete Phone Numbers

Click on the **"Delete"** button to the **right** of the phone number you want to delete.

Phone Numbers

Delete Confirmation

Click **"Yes - Delete"** or **"No - Do Not Delete"**.

Are you sure you want to delete Phone Number (Other)?

Yes - Delete **No - Do Not Delete**

HOME AND MAILING ADDRESS

Home > Self Service > Employee > Tasks > Home and Mailing Address

Home and Mailing Address

Employee Name

Current Home Address

Country: United States
Address 1: 1234 Any Street
Address 2:
Address 3:
City: Topeka
County:
State: KS Kansas

If either address needs to be changed, click the **"Update or correct your current address"** link at the bottom of the page.

Home Address

Postal: 999990000

Current Mailing Address

Country: United States
Address 1: 1234 Any Street
Address 2:
Address 3:
City: Topeka
County:
State: KS Kansas

Mailing Address

Postal: 999990000

[Update or correct your current address](#)

- **Home address** can be any address you want to enter.
- **Mailing address is where your W-2 form and all correspondence will be mailed.**
- Enter your address in the **Address 1** field. **Address fields 2 or 3** may be used in the **home address**. **Do not use address fields 2 or 3** in the **mailing address**.
- Enter the **two-letter state abbreviation code** in the **state** field.
- Choose **immediate** or enter **effective date** for **change**. If you choose **"On this date"**, enter a date in the future. **Dates cannot be backdated.**

Home and Mailing Address

Change Home and Mailing Address

Employee Name

Change Screen

Home Address

Country: United States [Change Country](#)
Address 1: 1234 Any Street
Address 2:
Address 3:
City: Topeka
County:
State: KS Kansas

Invokes a country code lookup page. Click if you need to change country.

Enter address in **Address 1** field. You may use address 2 or 3 if needed.

Enter city, state and zip code. Enter county if known.

Click on the magnifying glass to invoke a state abbreviation code lookup page.

Mailing Address

Country: United States [Change Country](#)
Address 1: 1234 Any Street
Address 2: Do not use address fields 2 or 3.
Address 3:
City: Topeka
County:
State: KS Kansas

Enter mailing address. **Reminder: Do not use address fields 2 or 3.**

When does this address change become effective?

☒ Immediately (Today)

☐ On this date:

If change is effective immediately, click **"Save"**. If change is effective in the future, click **"On this date"**, enter effective date and click **"Save"**.

- Click **"OK"** on the **save confirmation** page.
- If you entered a future date for the effective date there will be a link at the bottom of the Home and Mailing Address page to view, delete or edit the change.

EMERGENCY CONTACTS

- Emergency contacts are persons, you designate, who are to be contacted in the event of an emergency. Any person entered as an emergency contact may be contacted in the event the **"Primary"** contact cannot be reached. Please enter physical addresses, not PO Boxes.

COAST GUARD
Assistance Response System

Home > Self Service > Employee > Tasks > Emergency Contacts [New Window](#)

Emergency Contacts

Employee Name

Contact Name Relationship to Employee

[Add an Emergency Contact](#)

Click on **"Add an Emergency Contact"**.

Emergency Contacts

Emergency Contact Detail

Employee Name

[Add or Change Screen](#)

*Contact Name: Enter contact name.

*Relationship to Employee: Click on drop-down arrow and select relationship.

☒ Check the box if this contact has the same address/phone number as you.

☐ Check here if this contact has the same address/phone number as the employee

Country: United States [Change Country](#) Invokes a country code lookup page. Click if you need to change country.

Address 1:

Address 2:

Address 3:

City:

County: Postal:

State: Enter address, city, state and zip code. Enter county if known.

Contact # or Address: Enter contact's home phone number.

Other Telephone Numbers

*Phone Type Phone Number

[Add a Phone Number](#) Click **"Add a Phone Number"** to add additional phone numbers.

[Save](#) Click **"Save"**.

Other Telephone Numbers

*Phone Type Phone Number

[Delete](#)

[Add or change phone numbers:](#)

1. Click on **Phone Type** drop-down arrow and select **phone type**.
2. Enter or change **phone number**.
3. Click **"Save"**.

Delete phone numbers:

1. Click on the **"Delete"** button to the **right** of the phone number you want to delete.
2. Click **"Save"**.

Emergency Contacts

Employee Name

Contact Name Relationship to Employee

Spouse's Name Spouse [Edit](#) [Delete](#)

Click **"Edit"**. The **Emergency Contact Detail** screen will appear allowing changes to be made.

Click on the **"Delete"** button to the **right** of the contact you want to delete and **"Save"**.

Click to **change your primary contact**.

Primary Contact: Primary Contact Name [Change the primary contact](#)

Emergency Contacts

Change Primary Contact

Employee Name

Primary Contact:

[Save](#) Click **"Save"**.

[Return to Emergency Contacts](#)

Click on **drop-down arrow** and select **primary contact**.